



ADAM'S PLACE

Embracing life's adventures

Client and Guardian Supported Living Participant handbook

“There is no passion to be found playing small –
in settling for a life that is less than the one you are capable of living.”

Nelson Mandela



ABOUT ADAM'S PLACE-

Adam's Place LLC was established in April 2018 and contracted for supported living services in October 2019. We supported our first client, in a home of their own, on December 1, 2019. Adam's Place is a family operated agency that has a lot of passion and heart to deliver quality services. We like to think of ourselves as a small, client focused 'boutique' agency.

Adam Venis was Lonni's brother and the agency was created in memory of him. Adam was the motivating factor for the Bowers family starting Adam's Place. Adam did not have the opportunity for supported living services. Even though he had a loving and supportive family, he would have greatly benefited from having these services.

Let's talk about Adam. Adam was born with Down Syndrome. He had a limited vocabulary, although was mainly non-verbal. He had a love for family and life in general. Some of his favorite movies were Free Willy, Flipper and really anything that had an animal as the main character. Adam's favorite thing to do was go to McDonald's with his grandmother, Alma. Although, limited in vocabulary, he could clearly say hamburger, French fry and milkshake!

Some of Adam's favorite activities were going to work at ADC- Pathways to employment. He would work in the parks and assist with cleaning up. Well, ok, he did get distracted with the kids and pets that were around. He loved little ones and any type of friendly animal. He also loved the GoodTymes program and bowling on Saturday mornings with his friends. He would love seeing his favorite school bus driver there,

Deanna Banana. He loved music and his boombox and would rock back and forth for hours listening to pop style music.

Every year on Adam's birthday (January 7th, 1971), we celebrate agency wide, typically with McDonald's gift certificates for everyone to enjoy a hamburger, French fry and milkshake on him. Adam will always hold a special place in all our hearts.

MISSION STATEMENT

It is the mission of Adam's Place to create a culture of warmth and belonging to individuals with disabilities in their home & community. We will strive towards increasing quality of life by providing tools and resources to assist individuals to be the best 'me' they can be. We will have lots of fun and laughter in our journey together.

AGENCY CODE OF ETHICS & CORE VALUES

Adam's Place takes pride in having a team that is committed to our mission and vision. Our agency family tree always begins with an individual 'me', and the base is always the team of family & friends who support us. We hold a high standard of the following-

'Me'

Respect

Dependability

Fun & Laughter

Seeking to understand

Trustworthy and honest

Great communication skills

Pride in making a difference

Innovative and creative thinking

Accountability and continued growth

Excellent team players who genuinely care!

Family

Friends

AGENCY GOALS & DIRECTIVES

Our Goals for individuals we support-

- **Our focus** is to offer formal and informal supports to individuals in a home they can call their own. To assist them to reach their greatest potential for independence in all areas of their lives. To instruct and support in a manner that individuals participate as much as their abilities allow them to.
- **Our plan of action** is to service individuals in a way where they are motivated to participate and achieve their goals. To ensure that individuals are given power and choice so they have the opportunity to be in control of their lives.
- **Our determination** is that individuals feel valued, and our supported living services are client driven and meaningful to them.
- **Our end game** is to increase quality of life for everyone. We will achieve this by creating opportunities, presenting innovative ideas, and motivating & inspiring to achieve success. Along the way, we will all smile, laugh and make memories that will last a lifetime. We will achieve this by working as a team!

Our Goals for our staff-

- To offer training and supports & continued education that is specific to their program or position to be the best DSP they can be.
- To offer additional training and understanding when they need it.
- To treat them with dignity & respect.
- To offer opportunities to grow.

Our agency objective-

- To offer skillful and thoughtful, formal, and informal supports, when needed.
- To assist individuals to be the most independent they can be in their home & community.
- To always be agency mission and vision focused & stay true to our agency Code of Ethics and Core Values.
- To work within the scope of Washington State Administrative Code (WAC), Department of Disabilities Administration (DDA) Residential Guidelines & policies.
- To have fun with the delivery of our services so that it is meaningful to clients and our agency staff.

Section 1

HOW ADAM'S PLACE DELIVERS SERVICES & TRAINS STAFF

Adam's Place will work with each client, their legal representative and those that know them best to develop written plans for staff. The plans are based on the person's wants and needs, and information is gathered from-

- Person Centered Service Plan (PCSP) that is developed by the DDA Case Managers
- Clients and/or guardians
- Previous supported living providers
- Other formal/informal support providers

Examples of the client centered plans that created are:

- Individual Instruction and Support Plan-

This plan will detail the activities of daily living (ADL's) in how the supports will be delivered on a day to day basis.

- Individual Financial Plan-

This plan will detail how funds will be managed and how the agency and staff will support them.

- Positive Behavior Support Plan-

This plan will detail any behavior supports that are needed. The plan is developed by completing a Functional Assessment to identify target behaviors and how staff will support them.

- Cross-systems Crisis Plan, if they have one-

A Cross System Crisis Plan (CSCP) is an individualized, client-specific written plan of response that provides specific, clear, concrete, and realistic set of protective supportive interventions that prevents, de-escalates and protects a client experiencing a mental health or behavioral health crisis.

TRAINING FOR DIRECT SUPPORT PROFESSIONALS (DSP'S)

REQUIRED TRAININGS

Trainings before staff can be left alone with clients-

- Full background check, including fingerprints.
- Must read and understand the Individual Instruction Support Plan (IISP) of each client with whom the staff will be working with.
- Agency Policy & Procedures
- Emergency procedures for each client
- Any client specific supports
- Mandatory reporting training
- Client confidentiality
- Client Rights
- On the job training (Peer Coaching started)

Trainings within six months-

- 40 Hours of DDA Residential Services Training
- First aid/CPR
- Bloodborne Pathogens with HIV/AIDS information
- Residential Guidelines/Guiding Values
- Positive Behavior Supports, such as Right Response or Therapeutic Options
- Client Services / Peer Coaching completed

WHERE AND WHO YOU LIVE WITH

Adam's Place will work with individuals to find a home or apartment. It can be an already established home with others that are seeking a new housemate. It can also be a new home/apartment you find and we assist with finding housemates. You would pay for your share of rent, food, utilities, and shared household expenses. You would also be responsible for your own personal expenses.

Most clients at Adam's Place require 24-hour support and share a home with at least one other person. Up to four people may receive supported living services in one household. Individuals will have their own bedroom. The only exception is for siblings and/or married couples.

Adam's Place does name each home for administration purposes and will refer to them as programs. We include clients and let them work together to find a fun or meaningful name. So, you may hear a staff refer to the home with this name.

HOW HOUSEMATES AND LIVING ARRANGEMENTS ARE DETERMINED

Adam's Place works with each client and their legal representative to consider households that are looking for an additional housemate or to locate a new home and potential housemates. DDA and service providers may suggest which individuals could work best together based on needs, personality, and other factors. Adam's Place staff will discuss potential matches with clients, guardians, parents, case managers to find the best fit. You will have opportunity to meet with potential housemates to determine if that placement would work for you.

WHEN HOUSEMATES DO NOT WORK OUT

Adam's Place works with all individuals to find the right match. Most of the time there is plenty of opportunity to get to know and visit beforehand to see if it will work. There may be issues or situations that arise after move in. When this happens, the program staff will assist you with working through them. If things cannot be resolved, the Adam's Place quality assurance team will assist you and/or the housemate with finding a home that will work. Who moves or stays is based on what is available, home housemate matches, and who is wanting to move or stay. Every individual and every home is unique. No two individuals have the same circumstance. All we can do is assist you and your housemate with finding the right solution for both of you.

DETERMINATION OF THE AMOUNT OF SUPPORT GIVEN

A DDA case manager will meet with you and your legal guardian to complete an assessment. Based on needs, the assessment will generate a support level ranging from one to six. The higher the number, the more the supports the person will receive.

DDA will work with Adam's Place to complete a household rate assessment. Here we look at the entire household and determine the needs of each individual and how many hours are individual or can be

shared. The DDA assessment along with the household rate assessment will determine the amount of total hours the household receives.

In the event that the supports are less or greater than anticipated a new complete assessment or rate assessment can be requested to meet the needs of the individual.

HOW MEDICAL SUPPORTS ARE PROVIDED

Adam's Place will work with you, your legal guardian, and with your current medical providers. If one is not already established, Adam's Place will work with you in finding and establishing services to meet your healthcare needs. These services are inclusive of all healthcare needs. Parents and guardians can take you to these appointments, although in most cases Adam's Place staff assist with these appointments and keep parents and guardians informed. During the intake process is a great time to determine how you prefer medical needs to be provided. Adam's Place can then write your support plans according to how you need and want supported.

Staff can assist clients to schedule and attend medical appointments, follow directions from healthcare providers and assist you in taking prescribed medications. If needed, staff can be trained by a Registered Nurse to provide nursing tasks and medication administration. This is called nurse delegation. Staff will be trained and supervised before being able to administer independently.

WHAT EXPENSES CLIENTS PAY

Clients who receive supported living pay their portion of rent, utilities, food, typical shared household expenses, their own personal expenses and cash on hand. Individuals would bring their own household furnishings and personal items. Sharing a home with one or more people helps make living expenses more affordable. Clients are encouraged to apply for all benefits for which they are eligible such as: social security, food assistance, Section 8 housing and utility discounts. Adam's Place will assist with this.

The responsibility for the upkeep and maintenance on the home would be an agreement between the tenants and landlord. Each home and landlord is unique. Typically, it is the tenants responsibility to maintain the home and the landlord to take care of general repairs. Some examples of typical household

maintenance includes cleanliness of the home, upkeep of appliances, and yard maintenance. Adam's Place staff will assist you with completing these tasks, if needed.

The tenant would be responsible for any damages incurred to the home. It happens and sometimes unavoidable. When searching for a home, Adam's Place assists working with the landlords. Landlords are informed damages could happen and agree to allow Adam's Place work with the client and landlord to repair any damage to the property. We will work with you, your guardian and DDA to find a resolution.

Some additional expenses you may have might be, transportation costs (i.e. bus passes), pharmacy/medication costs, and some unexpected expenses not otherwise expected.

WHEN CLIENT RESOURCES DO NOT COVER OR MEET THEIR NEEDS

Adam's Place will work with you, your guardian and DDA to ensure that your needs are met. We will ensure that you are accessing all the community resources that are available to you. Then lastly, if you still have insufficient funds, Adam's Place would work with their DDA Resource Management team and request a Residential Allowance Request and/or a Shelter Allowance request.

FINANCIAL SUPPORTS

Adam's Place will work with you and your guardian to go over your person-centered financial plan. We will discuss and gather information like-

- What your monthly income and resources are
- If you have a payee
- Bank account information or set up
- Individuals understanding and abilities to manage money

Adam's Place will create an Individualized Financial Plan that will detail how Adam's Place staff will support you with paying bills, managing and accessing your money.

Adam's Place also offers payee services for clients that do not already have an appointed payee.

HOW BEHAVIORS ARE SUPPORTED

Adam's Place will work with each individual and their legal representative to develop written plans for staff. The plans are based on the person's behavior support needs, and information is gathered from-

- Person Centered Service Plan (PCSP) that is developed by the DDA Case Managers
- Clients and/or guardians
- Previous supported living providers
- Other formal/informal support providers

A Functional Assessment will be created by the information gathered so that we can develop a Positive Behavior Support Plan (PBSP). This plan will detail each behavior and the how the staff will respond. It will include-

- The identified behavior
- Antecedents or precursor to a behavior
- How staff will respond
- De-escalation techniques

Not every individual needs or has a plan. Every plan is person centered to meet that person's needs.

PHYSICAL INTERVENTIONS / RESTRICTIVE PROCEDURES

Adam's Place staff will not implement any physical interventions/restraints until DDA approves, a parent/guardian gives signed consent, a functional assessment has been completed and a Positive Behavior Support Plan (PBSP) has been created. Many times, an exception to policy (ETP) must be requested and approved first. ETP's are not easily approved. They may require long term documentation, doctors orders, and a risk to health & safety evaluation. Even after submitting and ETP, many are not approved. Least restrictive responses are always encouraged and practiced first.

Staff training for physical interventions / restrictive procedures

All staff must complete the course of instruction, demonstrate competency and review de-escalation and physical interventions techniques annually. Before using physical interventions with a client, the agency will train staff who will be implementing interventions in-

- The correct use and understanding of physical interventions.
- Crisis prevention techniques and least restrictive strategies.
- Other positive behavior supports and verbal de-escalation techniques.

Adam's Place staff will never implement punitive actions for non-compliance. Our position is every individual has the right to make good and poor choices. We will respond with teaching, educating and offering constant, gentle pressure to make the right choices. If a client chooses to make poor choices that would affect theirs, or others, health and safety, Adam's Place would follow policy and procedures based on the situation. This may include requesting assistance from the guardian, case management and/or implementing our responsibilities as a mandated reporter.

USE OF RESTRAINT/PHYSICAL INTERVENTION OUTSIDE DDA APPROVAL

Use of physical restraint may be implemented only in emergency situations, such as immediate health and safety risk, although must terminate immediately after the emergent need passes. Any restraints used outside the plans and without DDA approval, will require the DSP to complete an incident report and report to their program on-call as soon as the situation is safe and secure. All staff involved will review DDA policy 6.12 and adhere to their duties as a mandatory reporter.

WHAT RULES & PRACTICES ADAM'S PLACE FOLLOWS

Adam's Place follows the following rules and guidelines:

- Chapter 388-101D Washington Administrative Code
<https://app.leg.wa.gov/wac/default.aspx?cite=388-101d>
- Chapter 388-101 Washington Administrative Code
<https://app.leg.wa.gov/wac/default.aspx?cite=388-101>
- Developmental Disabilities Administration policies
<https://www.dshs.wa.gov/dda/policies-and-rules/policy-manual>
- Contract requirements
- DDA Guiding Values for the individuals we support-
 - Competence
 - Health and safety
 - Inclusion
 - Relationships
 - Power and choice
 - Status and Contribution

Do I have a choice of Supported Living providers?

Yes, please contact your Case Resource Manager to explore your options. Services are voluntary and must be agreed upon by the client, their legal representative, and the supported living provider. Anytime a client and their legal representative become unsatisfied, it is their right to request another provider.

Section 2

Client Rights

RIGHTS & NON- DISCRIMINATION



THE RIGHT to be free from any kind of abuse or punishment (verbal, mental, physical, and/or sexual), or being sent to a place by yourself if you do not choose to be alone.

THE RIGHT to be free from discrimination because of your race, color, creed, national origin, religion, age, disability, marital status, or sex, sexual orientation, or any other reason prohibited by law.

THE RIGHT to make choices in your life, including but not limited to the following;

- To choose the food you eat
- To wear your clothes and hair the way you want.
- To invite who you would like to into your home.
- To your schedule, including activities and healthcare that meet your needs.
- To decorate your bedroom the way you want to. To furnish/decorate your home the way you want to with respect to your housemates' preferences as well.
- To set your own rules in your home and to know what rules your providers have when you are living in their house or working in their facility.

THE RIGHT to decide whether or not to participate in research after the research has been explained to you, and after you or your legal guardian give written consent for you to participate in the research.

THE RIGHT to manage your money or choose other persons to assist you.

THE RIGHT to vote and help people get elected to office.

THE RIGHT to know what your doctor wants you to do or take and to help plan how that will happen.

THE RIGHT to be free from unnecessary medication, restraints, and restrictions.

THE RIGHT to be paid to work just as everyone else is.

THE RIGHT to receive the services you want to receive.

THE RIGHT to be free from financial exploitation.

THE RIGHT to help from an advocate, including a representative of the state, your physician, DD ombuds, or any representative of organization designated to implement the protection and advocacy program.

THE RIGHT to be present and participate in the creation of service plans related to the services you receive including but not limited to;

- To lead the planning process
- Have your visions and goals for education, employment, housing, relationships, and recreation included in the planning process.
- To choose who you would like to attend the planning process and have an advocate present.
- To have access to current, accurate information of recreational, educational, and employment opportunities within your community or offered by DDA.

THE RIGHT to access information about all services and healthcare you receive. Including but not limited to the following;

- View a copy of all of your service plans.
- Own copies of all of your service plans.
- Review the policies and procedures, at any time, for all services you receive.
- To review the results of the results of the most recent state survey/inspection.
- Receive written notification of actions taken by DDA against the residential service provider.

THE RIGHT to file complaints, grievances, and appeals. Including but not limited to;

Appeal any decision made by DDA that denies, reduces, or terminates your eligibility to receive services.

- Submit grievances to the residential provider about your services, the behavior of others that live in your home. The provider will address these grievances with possible remedies and timelines. If the grievance goes unresolved, the provider will provide information on how to submit the grievance to DDA.

- To file such complaints and grievances without anyone “getting even” with you.
- To receive information about how to obtain accommodation for disability in the appeal process.

THE RIGHT to personal privacy and confidentiality. Including, but not limited to the following;

- Privacy/confidentiality of your personal records.
- To communicate privately by email and to use the phone in an area where you can make a call without being heard.
- To meet and talk privately with your friends and family.

THE RIGHT to remain with your provider. Your provider cannot terminate services unless they determine and document the following;

- The provider cannot meet your needs.
- Your safety or the safety of others in your home are endangered.
- The provider ceases to operate.
- The provider will provide a written notice to you, your legal representative, and DDA case manager of any potential to terminate services at least 30 days before the termination occurs, except when there is a health and safety concern, in which case the notice will be provided no less than 72 hours before termination. This notice will include the reason for termination and the effective date in which termination will take place.
- You will receive a transition plan at least 2 days before effective termination date, which will include the location where you will be transferred, the mode of transportation, and the name and contact information of DD ombudsman.

THE RIGHT to be treated with dignity, and consideration, respecting client's civil and human rights AT ALL TIMES.

DOCUMENTATION

Adam’s Place uses electronic documenting using a secured program called Therap. Therap allows us to post all the client supports plans so that staff have access. Staff will document and communicate using this platform so that it is secured and meets the individual’s right to privacy. Some examples that Therap allows staff to post and document, but not limited to are-

- Client support plans
- Medications, side effects, medication management and administration

- Support on activities of daily living
- Support on client goals
- Bowel movements, if on a bowel protocol
- Seizure activity, if on a seizure protocol
- Incident reports

Clients, and parents/guardians have the right to obtain this information. You can request documentation by sending a request to-

Admin@adamsplacellc.net

Please be specific what you are requesting. If it is a simple request, we will get this to you by secured email no later than 3 business days. For more complicated or lengthy requests, this may take up to 30 days. We try to process requests as soon as possible, although length of time depends on circumstance. If a file is large and requires redactions for staff or other client confidentiality, it can take the full 30 days. Depending on file size, we will send by encrypted email. If we cannot send by encrypted email, you may provide a USB drive and we can provide the information on it.

Section 3

Mandated Reporting

Who is a mandated reporter?

Mandatory Reporters are professionals identified by law who MUST make a report if they have reason to believe that the abuse, abandonment, neglect or financial exploitation of a vulnerable adult or child has occurred.

All Adam's Place staff are mandated reporters and follow DDA's Policy 6.12 for residential providers regarding reporting.

Here is the link to-

Incident Management and Reporting Requirements for Residential Service Providers

<https://www.dshs.wa.gov/sites/default/files/DDA/dda/documents/policy/policy6.12.pdf>

Note: Any person can report abuse even if they are not a mandatory reporter.

Mandatory reporters include but are not limited to:

- Employees of the Department of Social and Health Services (DSHS).
- Law Enforcement.
- Social Workers.
- Professional School Personnel.
- Contracted Individual Providers caring for a DSHS client.
- Employees of a social service, welfare, mental health, home care, hospice, home health, adult day care, and adult day health agency.
- Owners or employees of nursing homes, boarding homes, or adult family homes.
- Health Care Providers subject to Title 18 RCW (such as nurses and doctors).
- Christian Science Practitioner.

Section 4

What else should I know about Supported Living and the way Adam's Place delivers services?

- It is important to know, Supported Living, is to teach an individual to live as independent as possible. This looks much differently than any other setting, including adult family homes and/or from their family home. It is our job to do 'with' rather than 'for' is one of the best ways of explaining. It is also important to know that our supports cannot be restrictive or punitive.
- Adam's Place supports the client's right to live their life, on their terms. We follow WAC and DDA policy. Clients have the right to individual choice. There will be times when parents and/or guardians would like us to control, restrict or give punitive actions. Simply put, we cannot. Adam's Place will approach with teaching, educating and offering constant gentle pressure and reminders. Some punitive or restrictive actions might be, but not limited to-
 - Taking their personal belongings away or restricting access to them.
 - Not allowing them to participate in certain activities because they did not do something they were encouraged to do. (Ex; didn't eat breakfast so they can't go swimming).
 - Apparel choices.
 - Hair style choices.
 - Choice of activities.
 - Food choices.
 - Friends they choose to have.
 - Smoking or vaping.
 - How they spend their money.
- Guardianship papers or doctor's orders do not always take away client choice. They can choose not to follow them. Adam's Place will encourage healthy choices, educate on the consequences and offer constant gentle reminders... although bottom line is they still have the right to choose. This does not mean there aren't natural consequences for their choices.
- Adam's Place has a choice of whom they serve. They can also choose to end services if they do not feel they can meet a client's needs. Although Adam's Place does make every effort to find resolution to meet each client's needs, sometimes, termination of services happens.

- Providers hire staff to work with clients. In established homes, Adam's Place does have a core team of employees; however, staff turnover occurs. Adam's Place hires and trains their employees; the clients do not always have the option of picking which staff they work with. With that said, if there is a conflict, Adam's Place will work with you to see if we have some sort of resolution.
- Finding accessible, affordable housing takes time. Section 8 HUD may not always be taking applications and can take years for an application to come up.
- Individuals who have guardians: Guardianship fees owed by the client can only be paid after the client's basic living expenses for housing, food, and basic needs have been met. Guardians may not receive their typical fees if the client is not able to afford them. • DDA is not allowed to pay for guardianship fees for clients.

Transportation Supports

Adam's Place will assist individuals with applying for Rivercities paratransit and Medicaid transportation.

Agency cars are reserved for-

- Individuals that have no other means of transportation and/or waiting on Rivercities application approval.
- Medical appointments that cannot be transported by Rivercities.
- Out of town transportation needs.

Mileage must be authorized by Adam's Place resource manager.

We also ask that the participant respect and follow the agency car rules, as such;

- No food or drinks
- No smoking
- Be ready if a driver is scheduled to transport you
- Passengers must wear seatbelts
- Passengers must remain seated
- Passengers will not open doors while moving
- No damaging interior or exterior of vehicle
- Respect others belongings

- Follow driver's safety instructions
- No loud or abrupt noises
- No disruptive behaviors or distractions

Note: Adam's Place does follow the client's support plans and additional supports may be provided to ensure the clients transportation needs are met. Clients will always have access to transportation to meet their needs.

All programs share the agency vehicles and have a car schedule. Priority will be given to emergent needs first. At any time, Adam's Place reserves the right to alter the schedule to meet needs as they arise.

Adam's Place Office Hours of Operation

Monday – Friday

8:00am – 4:00pm

Closed daily 11:00am – 12:00pm

Closed Tuesdays from 8:00am – 12:00pm

Closed on certain holidays

Contact Information

It is our desire to serve the individual and their families to the best of our abilities. If you have any questions, please do not hesitate to contact our Quality Assurance Team directly.

Adam's Place

1801 1st Avenue, Suite 4A

Longview, WA 98632

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